AHCCCS

Description

The Arizona Health Care Cost Containment System (AHCCCS) program is a partnership that includes the State, its counties, the Federal Government, program contractors and health plans from the public and private sector, and AHCCCS members. At the state level, the program is administered by the Arizona Health Care Cost Containment System Administration. The Administration's basic responsibility is to plan, develop, implement, and administer a health care program for low income Arizonans, based on competitively bid prepaid capitated contracts designed to provide quality health care while containing costs. The Administration's main responsibilities are determining member eligibility, member enrollment, quality assurance of medical care, provider and plan oversight, and procurement of contract providers. The major medical programs are acute care, behavioral health services, and long term care. The Administration determines eligibility for the Arizona Long Term Care System, Children's Health Insurance Program (KidsCare), Qualified Medicare Beneficiaries, and for other SSI related Medical Assistance Only programs. Federal funding through Title XIX of the Social Security Act is provided to AHCCCS by the Center for Medicare and Medicaid Services (CMS), which is under the Department of Health and Human Services.

IT Vision

Information... when, where, and how you need it!

IT Mission

To provide, operate, maintain and support high quality information systems to enable AHCCCS to continue to be a leader in providing comprehensive quality health care to those in need.

Goal 1

COMMUNITY PRESENCE: Information Services Division will assist the agency to focus on the need for AHCCCS to improve relations with communities, constituencies, special interest groups and the public at large.

Objective 1

WEB PRESENCE: Continue to expand and improve the services available on the web as a convenient alternative for customers and business partners when dealing with AHCCCS.

Current Situation

In July 2002, the first web-based transactions pilot was implemented with a small set of health care providers. The pilot offered two transactions: eligiblity verification and claims status. By first quarter 2003, it was available to all providers in Arizona and Hawaii. Both states are now fully operational - Arizona with 1,689 providers who processed 100,362 transactions in July 2003, and Hawaii with 231 providers and 41,516 transactions. There are three transactions available for Arizona and two for Hawaii.

Performance Measures

1   Number of new on-line transactions available through the web per fiscal year.

Status   In Process

Category: Input

	Target 03	Actual 03	FY 04	FY 05	FY 06
	3	2	2	2	

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Goal 2

INTEGRATED DELIVERY SYSTEM: Information Services Division will assist the agency, within the context of welfare reform, to alter the existing AHCCCS medical care delivery system to accommodate new concepts in managed care, and new as well as special populations.

Objective 1

ELIGIBILITY ALIGNMENT: By October 2004, develop a proposal for an ideal way to complete eligibility determinations for all programs in which AHCCCS and DES are responsible for eligibility determination, and submit waiver requests to the Centers for Medicaid and Medicare Services (CMS) and Food and Nutrition Services (FNS) to pilot using the same criteria for all programs.

Current Situation

This project requires the development of a common set of eligibility rules and incorporating the changes into the systems and business processes.

Performance Measures

1 Administration as a % of total cost (this project is expected to help maintain the long term administrative and program costs for health care). The calculation of this indicator is under going change and is currently reported as 1.7%.

Status   In Process

Category: Outcome

Target 03	Actual 03	FY 04	FY 05	FY 06
		2	2	2

Goal 3

PUBLIC POLICY FORMATION: Information Services Division will assist the agency in continuing to focus on emerging public policy in health care, its implications for the AHCCCS program and its impact on the AHCCCS desire for permanency.

Objective 1

BUSINESS CONTINUITY PLAN (BCP): By November 2003, the BCP will be initially established and tested to ensure the agency's core business processes can be resumed as soon as possible after any unexpected emergency disrupts normal business operations.

Current Situation

The initial plan has been developed, and several tabletop walk throughs have been conducted using various disaster scenarios. With each session, the teams are becoming better prepared and the plans further refined.

Performance Measures

1 Administration as a % of total cost (this project is expected to help maintain the long term administrative and program costs for health care). The calculation of this indicator is under going change and is currently reported as 1.7%.

Status   In Process

Category: Outcome

Target 03	Actual 03	FY 04	FY 05	FY 06
4	2	2	2	2

Goal 4

PROCESS IMPROVEMENT: Information Services Division will assist the agency in improving the AHCCCS core business processes in order to prepare the agency to efficiently deal with fluctuations in Arizona's economy while still providing cost effective quality health care to those in need.

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Objective 1
HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA): By April 2005, AHCCCS will implement the security provisions for HIPAA.
Current Situation
AHCCCS has already implemented the Privacy provision for HIPAA and is in process of implementing the Transactions and Code Sets provisions. The third part of HIPAA addresses Security. AHCCCS has completed the Security Gap Analysis, and plans are being developed to implement the needed changes.
Performance Measures
1   Administration as a % of total cost (this project is expected to help maintain the long term administrative and program costs for health care). The calculation of this indicator is under going change and is currently reported as 1.7%.

Status   In Process

Category: Outcome

Target 03	Actual 03	FY 04	FY 05	FY 06
4	2	2	2	2

Objective 2
HUMAN RESOURCES INFORMATION SYSTEM (HRIS): By May 2004, help State Government replace its payroll and personnel system and to enhance it to track new employee programs such as FMLA that have been implemented over the past ten years, and implement the corresponding changes to the AHCCCS interfaces of those systems.
Current Situation
AHCCCS is currently working with the Arizona Department of Administration (ADOA) and other state agencies to develop and test a system which can handle the State's human resources needs.
Performance Measures
1   Administration as a % of total cost (this project is expected to help maintain the administrative costs for the agency). The calculation of this indicator is under going change and is currently reported as 1.7%.

Status   In Process

Category: Outcome

Target 03	Actual 03	FY 04	FY 05	FY 06
4	2	2	2	2

Objective 3
NON EMERGENCY MEDICAL TRANSPORTATION (NEMT): Capitate the non emergency medical transportation services for the Fee-for-Service population through a contract with a third party administrator.
Current Situation
This project is currently on hold.
Performance Measures
1   Administration as a % of total cost (this project is expected to help maintain the long term administrative and program costs for health care). The calculation of this indicator is under going change and is currently reported as 1.7%.

Status   In Process

Category: Outcome

Target 03	Actual 03	FY 04	FY 05	FY 06
4	2	2	2	2

Objective 4

AHCCCS CUSTOMER ELIGIBILITY (ACE): By September 2004, develop and implement a comprehensive eligibility system which will increase the use of automation, be easily modifiable and maintainable, reduce time spent on processing applications and be more customer service oriented to replace the existing ALTCS LEDS, CATS, KEDS and Premium Billing systems currently running on the mainframe.

Current Situation

AHCCCS administers the Arizona Long Term Care System (ALTCS), and is responsible for determining financial and medical eligibility for long term care benefits. The system supporting this function no longer meets the agency needs. The basic application is operating as a pilot in two offices, Casa Grande and Globe, and is planned to be rolled out to three additional offices beginning in October 2003. Specific requirements for the annual mass change function are being developed, and those for SSI/MAO are being tested. The requirements for the KidsCare program will be developed next.

Performance Measures

1 Percent of ALTCS applications processed within 45 days (more is better).

Status   In Process

Category: Outcome

	Target 03	Actual 03	FY 04	FY 05	FY 06
	95	94	95	95	95

2 Percent of ALTCS members not reviewed within 12 months (less is better).

Status   In Process

Category: Outcome

	Target 03	Actual 03	FY 04	FY 05	FY 06
	3	1	3	3	3

Objective 5

IT STRATEGIC VISION: By June 2009, implement a new system which is internally HIPAA compliant replacing PMMIS, and re-engineer the corresponding business processes to improve operational effectiveness.

Current Situation

The age and structure of the core application system, the Prepaid Medical Management Information System (PMMIS), dictate that AHCCCS should examine alternatives to enhance and upgrade IT capabilities. This is a long term process and the first step is that we conduct a review of the existing capabilities and shortcomings, evaluate options, research other states and healthcare entities, and determine the long range strategy of how the Information Services Division can best support the agency mission and vision.

Performance Measures

1 Administration as a % of total cost (this project is expected to define a technical direction that will help to maintain administrative costs for the agency). The calculation of this indicator is under going change and is currently reported as 1.7%.

Status   In Process

Category: Outcome

	Target 03	Actual 03	FY 04	FY 05	FY 06
	4	2	2	2	2

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Objective 6

VOICE COMMUNICATIONS SYSTEMS: By October 2005, the Information Services Division (ISD) will replace the metro-Phoenix voice communications systems to provide a stable and reliable telephony environment for agency staff, and have the capacity to handle expected growth over the next 5 years.

Current Situation

Due to program changes, agency growth, field office re-alignment, and revised technologies, the metro-Phoenix systems are currently fragmented, out-dated, experiencing a higher rate of repair, and are not capable of responding effectively to the current level of agency growth. The metro-Phoenix system does not provide the needed capability to support business continuity planning or recovery, nor the desired teleworker plan.

Performance Measures

1   Administration as a % of total cost. This project is expected to help maintain the administrative costs through the increased throughput of the system and the avoidance of lost time due to system failure. The calculation of this indicator is under going change and is currently reported as 1.7%.

Status   In Process

Category: Outcome

Target 03	Actual 03	FY 04	FY 05	FY 06
4	2	2	2	2

Objective 7

CAPABILITY MATURITY MANAGEMENT (CMM): By June 2004, the Information Services Division (ISD) will develop and implement an infrastructure of policy and procedure for the continuous process improvement of software development, and reach CMM Level 2.

Current Situation

We have developed checklists and guides for six of the six key process areas (KPAs) reviews, and have established an audit process for the quarterly Prepaid Medical Management Information System (PMMIS) release implementations. Training needs have been identified and are being addresses.

Performance Measures

1   Percent of Systems Service Requests (SSRs) completed on time.

Status   In Process

Category: Output

Target 03	Actual 03	FY 04	FY 05	FY 06
70	57	75	80	80

Objective 8

IT PROBLEM TRACKING: During 2004, design and implement an automated, standardized reporting and tracking system that provides tools and solutions to the technical support staff in Network Services, Operations and Applications of the Information Services Division (ISD).

Current Situation

We are currently using a number of different problem tracking systems and many of the actual

incidents are not tracked at all. These systems require a significant amount of manual effort to research prior solutions to similar problems and to provide management reports. One of the existing systems is being enhanced to accommodate all types of problems.

Performance Measures

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1   Administration as a % of total cost (this project will help to maintain administrative costs through streamlined problem tracking and resolution). The calculation of this indicator is under going change and is currently reported as 1.7%.

Status   In Process

Category: Outcome

	Target 03	Actual 03	FY 04	FY 05	FY 06
	4	2	2	2	2

Objective 9

EFFICIENCY REVIEW: By July 2004, implement ways to save taxpayer money through practical and sensible ways of improving customer service, reducing costs and eliminating duplication.

Current Situation

A cross-divisional team has been established to carry out the Efficiency Review process per Executive Order 2003-14. Focus groups were conducted with participation of 28% of the employees. A total of 801 suggestions were submitted using an on-line form.

Performance Measures

1   Administration as a % of total cost. The calculation of this indicator is under going change and is currently reported as 1.7%.

Status   In Process

Category: Outcome

	Target 03	Actual 03	FY 04	FY 05	FY 06
			2	2	2

Objective 10

MINI DATA WAREHOUSE: By June 2005, implement a data warehouse for a specific set of data that can be used to analyze and report health care results.

Current Situation

The AHCCCS program data is primarily on the mainframe in PMMIS and those who need to analyze and report this data must download portions of the data into spreadsheets. This project will provide a set of analysis tools and techniques along with a standard subset of the AHCCCS data to determine the feasibility and benefits of using a data warehouse.

Performance Measures

1   Administration as a % of total cost. The calculation of this indicator is under going change and is currently reported as 1.7%.

Status   In Process

Category: Outcome

	Target 03	Actual 03	FY 04	FY 05	FY 06
			2	2	2

Objective 11

CASE FILE IMAGING: By August 2004, implement an electronic document imaging pilot to replace the maintenance of paper case files for members.

Current Situation

AHCCCS is looking for ways to reduce costs and storage space associated with the filing, storage, and retieval of case file documents. It is also hoped that service will improve as a result of accessing the files electronically rather than manually. The document management system will be implemented in the KidsCare and SSI/MAO offices as a beginning, with plans to expand this solution to the other field offices in the future.

Performance Measures

1   Administration as a % of total cost. The calculation of this indicator is under going change and is currently reported as 1.7%.

Status   In Process

Category: Outcome

	Target 03	Actual 03	FY 04	FY 05	FY 06
			2	2	2

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Objective 12

RECORDS MANAGEMENT: By June 2005, develop and implement an archiving and destruction process for PMMIS data according to the information retention requirements.

Current Situation

The amount of data stored in the PMMIS databases continues to grow as new members and their services are added to the AHCCCS program. All of this data is currently available on-line. By purging transaction data once its retention requirements have been satisfied, we should be able to reduce the rate of database growth and limit the corresponding growth of our data center utilization and costs.

Performance Measures

1   Administration as a % of total cost. The calculation of this indicator is under going change and is currently reported as 1.7%.

Status   In Process

Category: Outcome

	Target 03	Actual 03	FY 04	FY 05	FY 06
			2	2	2

Goal 5

HUMAN RESOURCES: Information Services Division will assist the agency in ensuring our human resources are encouraged, developed and provided opportunities for future growth, creating a culture where people want to be innovative and make improvements.

Objective 1

CORE BUSINESS PROCESS: By March 2005, define the core business processes of AHCCCS, and develop the macro-level flowcharts, decision-level flowcharts, and the process improvements and performance measures for each of the eleven processes.

Current Situation

Phase 1 defines the functions and identifies the major process threads, phase 2 defines the elementary business processes in each process thread and phase 3 identifies process improvements and performance measures of these core business processes. The charts, along with leader development and quality tools will help prepare AHCCCS for change. The core business processes include the following: Eligibility, Enrollment, Delivery Network, Ensuring Medical Quality, Information Systems, Business Infrastructure, Human Resources, Waivers, Payments, and Advocacy. Ten of the processes have completed phase 1 with phase 2 in progress. Popkin's System Architect is the tool used to capture the information.

Performance Measures

1   Administration as a % of total cost (this project is expected to help maintain the long term administrative and program costs for health care, even through periods of major change). The

calculation of this indicator is under going change and is currently reported as 1.7.

Status   In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	4	2	2	2	2

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Objective 2

STARS: By June 2005, utilize the statewide training registration process for tracking employee training.

Current Situation

AHCCCS is currently using 'Registrar' to track the training of agency employees. This historical data would be converted to STARS and new training would be scheduled and tracked using this statewide system. In addition, the courses developed and/or taught by agency staff would be included in STARS and excess capacity possibly made available to other state employees.

Performance Measures

1 Percent of training conducted using STARS

Status   In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			0	100	100

Goal 6

PARTNERSHIPS: Information Services Division will combine resources with other states and agencies to improve the operational efficieny of State Government.

Objective 1

HAWAII OPERATIONS: On an on-going basis, Information Services Division operates and maintains the Prepaid Medical Management Information System (PMMIS) for the State of Hawaii's Med-QUEST Medicaid program.

Current Situation

Hawaii's PMMIS (HPMMIS) is run on the mainframe in the Arizona Department of Administration Data Center with direct links to Med-QUEST and to AHCCCS. Hawaii shares in the cost to operate, maintain, and enhance the existing system shared by the two states.

Performance Measures

1 Percent of hours worked on Hawaii operation

Status   In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			34	29	29

Objective 2

DESDD CLAIMS: By August 2005, implement the Prepaid Medical Management Information System

(PMMIS) for the Department of Economic Security Developmentally Disabled (DESDD) program to support the acute care claims functions.

Current Situation

DESDD acute care claims function is currently using a licensed commercial software product. This project will explore the feasibility of AHCCCS ISD operating and maintaining PMMIS for this function and implement the solution.

Performance Measures

1   Percent of DESDD Acute Care Claims processed using PMMIS.

		Target 03	Actual 03	FY 04	FY 05	FY 06
Status	In Process					
Category:	Input			0	0	100